



# TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Stock Clerks, Sales Floor

## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Stock Clerks, Sales Floor	43-5081.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

90

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			91	Level			95	Level			82
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Trunk Strength	42	5	62	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Oral Expression	53	2	68								

LEVEL and IMPT (IMPORTANCE) refer to the Target Stock Clerks, Sales Floor. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Stock Clerks, Sales Floor.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Importance
Oral Expression	51	53	68
Speech Clarity	41	37	65
Oral Comprehension	51	46	62
Trunk Strength	37	42	62
Category Flexibility	39	39	59
Information Ordering	44	39	56
Speech Recognition	48	41	56
Problem Sensitivity	41	39	50
Deductive Reasoning	39	37	50
Static Strength	39	34	50
Near Vision	48	39	50



## Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Importance
Active Listening	61	53	85
Speaking	59	52	74

## Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Importance
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## Experience &amp; Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	10%	Post-Masters Cert	0%	0%
4-6 years	0%	0%	Master's Degree	0%	0%
2-4 years	15%	1%	Post-Bachelor Cert	0%	0%
1-2 years	12%	10%	Bachelors	0%	0%
6-12 months	13%	11%	AA or Equiv	17%	10%
3-6 months	0%	2%	Some College	13%	10%
1-3 months	3%	0%	Post-Secondary Certificate	12%	0%
0-1 month	4%	16%	High School Diploma or GED	41%	40%
None	47%	46%	No HSD or GED	14%	37%

Shipping, Receiving, and Traffic Clerks

Stock Clerks, Sales Floor

## Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

## Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

1 - Job Zone One: Little or No Preparation Needed

No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.

These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.

Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.

## Tasks

Shipping, Receiving, and Traffic Clerks

Stock Clerks, Sales Floor



## Core Tasks

## Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

## Specific Tasks

## Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of

## Core Tasks

## Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

## Specific Tasks

## Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

## Detailed Tasks

## Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage



## STOCK.

## Detailed Tasks

## Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

## Technology - Examples

## Compliance software

- Kewill Compliance Partner

## Data base user interface and query software

- MSR Visual Exporter

## Document management software

- MSR Visual Exporter Document Library

## Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

## Internet browser software

- Web browser software

## Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

## Materials requirements planning logistics and supply chain software

- Accuship Star System

- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

## Technology - Examples



- ADi SmartBOL
- AES MailSTAR
- CMS Consultants WorldLink
- DM2 Bills of Lading Software
- Dydacomp Mail Order Manager
- eLading Bill of Lading Software
- FedEx Ship Manager
- Freight+ software
- Harvey software
- Kewill Clippership
- Kewill Javelin Distribution Ship
- Pitney Bowes ShipStream Manager
- Precision TRA/X
- Shipping and freight management software
- Universal Parcel Shipping UPS software
- UPS Intelliverse
- UPS WorldShip
- Varsity ShipSoft Supply Chain Execution Suite
- WindowBook Postal Package Partner
- Optical character reader OCR or scanning software
- Enterprise Systems RFID Data Management
- Procurement software
- Aestiva Purchase Order

#### Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums



- Fixed radio frequency identification device  
RFID readers

### Labor Market Comparison

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Difference
Median Wage	\$ 26,320	\$ 19,860	\$( 6,460)
10th Percentile Wage	\$ 17,090	\$ 15,330	\$( 1,760)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 24,350	\$( 6,960)
90th Percentile Wage	\$ 37,710	\$ 30,370	\$( 7,340)
Mean Wage	\$ 26,780	\$ 21,410	\$( 5,370)
Total Employment - 2007	2,660	7,670	5,010
Employment Base - 2006	2,647	7,601	4,954
Projected Employment - 2016	2,623	6,921	4,298
Projected Job Growth - 2006-2016	-0.9 %	-8.9 %	-8.0 %
Projected Annual Openings - 2006-2016	63	180	117

### National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks

Trend for  
Stock  
Clerks,  
Sales FloorData from [Indeed](http://Indeed.com)



## Recommended Programs

### General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Retailing and Retail Operations

Retailing and Retail Operations. A program that prepares individuals to perform operations associated with retail sales in a variety of settings. Includes instruction in over-the-counter and other direct sales operations in business settings, basic bookkeeping principles, customer service, team/staff leadership and supervision, floor management, and applicable technical skills.

No schools available for the program

## Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63
43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172



43-3061.00	Procurement Clerks	88	3	0	\$33,300.00	\$6,980.00	-2%	5
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10

### Top Industries for Stock Clerks, Sales Floor

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%

### Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%





Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%